

# OLIVIA

## The Museum Visitor

### Frustrations

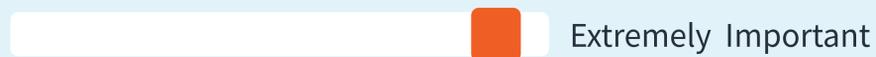
My Google search took me to a transcript of the Constitution. How do I visit the actual document?

Where is the Constitution located? How can I see it? Do I need a ticket? Are there tips I should know for visiting? I can't find the basic information I need to plan my trip.

I want to reserve a ticket for timed entry, but I can't find it on the website.

### Desired Features

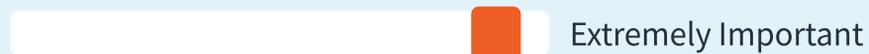
Mobile-Friendly



National Archives Catalog



Consistent Look and Feel



### Technical Expertise



### Devices Used



Mobile



Tablet



Desktop

Goal

**I need to know where the Constitution is, when I can visit it, and how to get there.**

### User Stories

I want to know where the Constitution is so that I can visit it.

I want to easily find out when the museum is open and how to get a ticket so I don't waste time.

I want to reserve a ticket so that I can see the Constitution without waiting in line.

I want to know what would be interesting to see there with my family so that we make the most of our time.

I want to know if the National Archives is family-friendly and has activities for kids so that I can decide if we should visit.

I want the website to be responsive so I can check my phone when we are out that day.

I want a strong WiFi connection in the building so that I can check information on my phone.

I want to take pictures in the museum and share them on Instagram so my friends can see how much fun we're having.

I want to entertain my family with fun facts about the Constitution so we're not bored waiting in the long entry line.

I want to engage with the National Archives on social media so that I have something to do while waiting in the long entry line.

I want to tell people where I am and what my feelings are so that I can share my experiences.

I wish I could take pictures inside of the Rotunda and other exhibits so I have a souvenir of my experience.

**"I'm visiting from out of state and want to know if I need tickets to see the Constitution."**



The U.S. National Archives and Records Administration  
[www.archives.gov/digitalstrategy/personas](http://www.archives.gov/digitalstrategy/personas)